

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method of ~~using a telephone~~ identifying information to ~~preserve~~ preserving state for applications over a telephone interface using a ~~first~~ voice application computer, the method comprising:

identifying a user profile over the telephone interface using the ~~first~~ voice application computer and ~~the~~ telephone identifying information;

selecting a state associated with the user profile using the ~~first~~ voice application computer, the state comprising a plurality of cookies retrieved from other computers over a web interface and resulting from at least one telephone session, the voice application computer storing the user profile and the state associated with the user profile; and

automatically providing a subset of the plurality of cookies to ~~the~~ an application using the ~~first~~ voice application computer, ~~wherein the automatically providing is responsive to receiving a request over the telephone interface to initiate an application, and wherein the automatically providing comprises initiating the application on the first computer by interacting with the application using an IETF compliant HTTP request to a second computer and including in the HTTP request at least one "Cookie:" header corresponding to at least one cookie in the subset of the plurality of cookies.~~

2. (Previously Presented) The method of claim 1, wherein the automatically providing is based on a policy for a voice portal, and wherein the policy is dependent on needs of the application on the voice portal, first decisions made by at least one operator of the voice portal, and second decisions made by users of the voice portal.

3. (Original) The method of claim 1, wherein the application has a corresponding uniform resource indicator (URI) and wherein the subset of the plurality of cookies is selected according to applicability of each cookie in the plurality of cookies to the URI.

4. (Original) The method of claim 3, wherein the applicability of a cookie for inclusion in the subset is determined according to IETF RFC 2109.

5. (Original) The method of claim 3, wherein the applicability of a cookie for inclusion in the subset is determined according to policies in a state management standard.

6. (Original) The method of claim 1, further comprising storing a new cookie in the plurality of cookies, the new cookie received from the application as part of a hypertext transfer protocol (HTTP) request for a uniform resource indicator (URI).

7. (Currently Amended) The method of claim 6, wherein the storing occurs responsive to verification of the new cookie by the ~~first~~ voice application computer according to IETF RFC 2109.

8. (Currently Amended) The method of claim 6, wherein the storing occurs responsive to verification of the new cookie by the ~~first~~ voice application computer according to policies in a state management standard.

9. (Original) The method of claim 1, wherein the method further comprises verifying a password for the user profile received over the telephone interface prior to the selecting.

10. (Currently Amended) The method of claim 1, wherein the identifying comprises creating a user profile on the first voice application computer.

11. (Currently Amended) An apparatus for preserving state for applications over a telephone interface, the apparatus implemented with a first voice application computer, the apparatus comprising:

means for receiving a telephone identifying information over the telephone interface;

means for identifying a user profile according to the telephone identifying information;

means for selecting a state associated with the user profile, the state comprising a plurality of cookies retrieved from other computers over a web interface and resulting from at least one telephone session;

means for storing the user profile and the state associated with the user profile; and

means for automatically providing a subset of the plurality of cookies to an application, ~~wherein the means for automatically providing is responsive to receiving a request over the telephone interface to initiate an application, and wherein the means for automatically providing comprises means for initiating the application on the first computer by interacting with the application using an IETF compliant HTTP request to a second computer, the HTTP request including at least one "Cookie:" header corresponding to at least one cookie in the subset of the plurality of cookies.~~

12. (Original) The apparatus of claim 11, wherein the apparatus supports a second application, the application

provided by a first legal entity and the second application provided by a second legal entity.

13. (Original) The apparatus of claim 12, wherein the plurality of cookies includes at least a first cookie set by the second application, and wherein the subset of the plurality of cookies does not include the at least a first cookie.

14. (Currently Amended) A computer system to preserve state for applications over a telephone interface, the computer system comprising:

an Internet interface including ~~at least one~~ a first program to access a second computer system via a web interface, the second computer system including an application;

a telephone interface to send and receive audio signals to and from a telephone and to receive a telephone identifying information corresponding to the telephone; and

a control subsystem to control the Internet interface and the telephone interface, the control subsystem including ~~at least one~~ a second program for identifying a user profile according to the telephone identifying information, the user profile having a corresponding state,

wherein the state comprising comprises a plurality of cookies retrieved from other computer systems via the web interface, generated based on at least one telephone session, and stored in the computer system, ~~the control subsystem the control subsystem initiating the application on the first computer by interacting with the application using an IETF-compliant HTTP request to a second computer system, the HTTP request including at least one "Cookie:" header corresponding to at least one cookie in the subset of the plurality of cookies.~~

15. (Currently Amended) A computer program for a ~~first~~ voice application computer, the computer program for preserving state for applications over a telephone interface, the computer program comprising:

a first set of instructions for receiving a telephone identifying information from the telephone interface;

a second set of instructions for identifying a user profile according to the telephone identifying information;

a third set of instructions for selecting a state associated with the user profile, the state comprising a plurality of cookies retrieved from other computers over a web interface and resulting from at least one telephone session;

a fourth set of instructions for storing the user profile and the state associated with the user profile; and

a ~~fourth~~ fifth set of instructions for automatically providing a subset of the plurality of cookies to an application, the ~~fourth~~ fifth set of instructions responding to receiving a request over the telephone interface to initiate ~~an~~ the application and ~~initiating the application on the first computer by interacting with the application using an IETF-compliant HTTP request to a second computer, the HTTP request including at least one "Cookie:" header corresponding to at least one cookie in the subset of the plurality of cookies.~~

16. (Previously Presented) The computer program of claim 15, wherein the providing is based on a policy for a voice portal, and wherein the policy is dependent on needs of the application on the voice portal, first decisions made by at least one operator of the voice portal, and second decisions made by users of the voice portal.

17. (Currently Amended) The computer program of claim 16, wherein each cookie in the plurality of cookies is associated with a corresponding domain, wherein the HTTP request includes an HTTP request host and wherein the subset of the plurality of cookies comprises each cookie in the plurality of cookies with a corresponding domain similar to the HTTP request host.

18. (Currently Amended) The computer program of claim 15, wherein the second set of instructions further comprises a set of instructions for creating a new user profile responsive to receiving telephone identifying information not associated with an existing user profile.

19. (Currently Amended) The computer program of claim 15, wherein the second set of instruction further comprises a set of instructions for creating a temporary user profile responsive to receiving telephone identifying information not associated with an existing user profile and wherein the computer program further comprises a ~~fifth~~ sixth set of instructions for deleting the temporary user profile upon receiving a signal from the telephone interface signaling an end of a telephone call.

20. (New) A method for providing an application session including state to a user over a telephone interface, the method comprising:

providing a voice portal accessible by the telephone interface, the voice portal coupled to at least one network comprising at least one application server, each application server associated with at least one application;

providing a database accessible via the voice portal, the database storing a plurality of state items, each of the state items associated with a user identity and an application;

upon receiving a call from a caller,
determining a user identity associated with the caller;
receiving a request from the caller for a selected
application;
retrieving from the database at least one selected state
item, the selected state item associated with the user identity
corresponding to the caller and the selected application; and
providing the at least one selected state item to an
application server associated with the selected application.